

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Program Assistant II

Class Code: 11042

A. Purpose:

Assists program professionals by developing and establishing work processes to deliver program services, collect and monitor statistics, evaluate effectiveness of program services and efficiency of processes, educate and inform program participants, and implement prescribed program or professional guidelines and objectives. Work involves making decisions on behalf of program professionals within established policies, interpreting policies and other relevant guidelines for staff and program participants, developing and disseminating informational and educational materials, and negotiating resolutions to issues when no formal guidelines exist.

B. Distinguishing Feature:

The Program Assistant II develops processes to implement program objectives, makes decisions within policies set by program professionals and the guidelines of a program or professional subject area, evaluates program processes to determine effectiveness, and negotiates among program providers and users to obtain cooperation where no formal rule or law exists. The impact of work done by this class is more external because of work process development, quality control, and interaction with program service providers and users.

The Program Assistant I independently implements work processes and develops procedures for assigned work within limits set by program professionals; makes choices within specified, acceptable standards and practices; informs and educates others to clarify program intent and guidelines; and speaks on behalf of program professionals for whom he or she provides assistance. The impact of work done by this class is primarily internal, for example, recording statistics, compiling data for required reports, monitoring deadlines and other time factors, monitoring compliance with program guidelines, updating technical tools, etc. Positions at this level do not provide clerical support.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Designs, organizes, and establishes work processes to ensure delivery of program services; and implementation of rules, regulations, policies, and other guidelines as prescribed by management to achieve program objectives.
 - a. Sets procedural priorities, timelines, and sequences.
 - b. Identifies record keeping and data collection requirements.
 - c. Develops and schedules training programs.
 - d. Writes and revises procedural and training manuals.
 - e. Develops guidelines for compliance and penalties for noncompliance.
2. Analyzes and evaluates work processes; and devises and implements changes to achieve program efficiency and deliver needed services effectively.
3. Acts as liaison among program professionals, program service providers, and program users to provide advice; resolve conflicts; interpret rules, regulations, policies, and processes; and negotiate resolutions where no specific guidelines exist.
4. Performs administrative activities such as participating in strategic planning; evaluating the impact of legislation; recommending policy; overseeing compliance with internal budget

guidelines; facilitating hiring processes; establishing and negotiating contracts with suppliers; determining the content of technical publications describing program operations; and serving as primary liaison between a work unit, staff, and program clientele by interpreting rules, regulations, policies, and other guidelines to assist program professionals.

5. Performs other work as assigned.

D. Reporting Relationships:

Reports to a program professional; may act as a lead worker and provide work direction to others.

E. Challenges and Problems:

Challenged to fulfill objectives of a program or professional subject area by developing and implementing necessary processes. This is challenging because it requires the ability to understand theory and put it into practice, typically on a broad scale that includes a variety of demographics. Further challenged to make commitments on behalf of a program professional that fall within program intent.

Problems include making program intent clear to service providers and users; maintaining knowledge of changing rules and regulations that effect program objectives; and maintaining communication levels among program professionals, program staff, service providers, and service users.

F. Decision-making Authority:

Decisions include which courses of action most effectively carry out processes necessary to provide services and fulfill program objectives; quality control methodologies that evaluate and measure program efficiency; resolutions to program issues where specific guidelines do not exist; recommendations for budget and staffing needs; design and content of program procedural and training publications; work assignments for other staff; and interpretation of program guidelines.

Decisions referred include establishment of program guidelines and objectives; changes in program direction and intent; legislative issues; and final approval of administrative activities such as budget and staffing needs.

G. Contact with Others:

Daily contact with program staff and program service providers to provide direction and instruction on processes and to interpret program guidelines; weekly contact with program professionals to exchange information on process development and implementation; and with other agencies impacted by program objectives to coordinate efforts and exchange information; and frequent contact with users of program services to resolve atypical issues.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- principles and practices of public administration;

- supervision and other personnel management processes;
- applicable state and federal laws, rules, and regulations;
- general methods and processes in areas such as purchasing, budgeting, accounting, and other administrative activities pertinent to government operations;
- computer systems and applications;
- distribution methodologies.

Ability to:

- exercise independent judgment in evaluating situations and making decisions;
- communicate information concisely and efficiently;
- plan and project future operating needs in terms of fiscal needs and staffing changes;
- interpret objectives and develop practical applications.